

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

THE PETITION FOR A CERTIFICATE OF)	
PUBLIC CONVENIENCE AND NECESSITY TO)	
OPERATE AS A RESELLER OF)	CASE NO. 93-314
TELECOMMUNICATIONS SERVICES WITHIN)	
THE STATE OF KENTUCKY)	

O R D E R

IT IS ORDERED that Executone Information Systems, Inc. ("Executone") shall file the original and ten copies of the following information with the Commission. The information requested shall be placed in a bound volume with each item tabbed.

The information requested herein is due no later than 30 days from the date of this Order. If the information cannot be provided by this date, Executone shall submit a motion for an extension of time stating the reason a delay is necessary and include a date by which the information can be furnished. Such motion will be considered by the Commission.

1. File a revised tariff that is in compliance with 807 KAR 5:011, Section 3, Form and Size of Tariffs. 807 KAR 5:011, Section 3(5)(e), requires an identifying designation in the upper right-hand corner as required in Section 5.

2. Provide a toll-free number or provision for accepting collect calls for customer complaints as required by 807 KAR 5:006, Section 13(1)(a).

3. 807 KAR 5:006, Section 6(3), requires each utility to include its billing format or the contents of such a form in its tariff on file with the Commission. Provide such a format in your tariff.

4. Does Executone intend to charge customers different rates than currently proposed in its tariff for services sold under Executone, ISOETEC, and IDS brand names in Kentucky? If so, explain in detail.

5. Has Executone or any of its affiliates ever provided, or collected any money from the public for, intrastate telecommunications services in Kentucky? If so, explain in detail.

6. Pursuant to 807 KAR 5:006, Section 7(7), clarify the deposit requirements.

7. Refer to Original Page 6, Section D(1), Rendering and Payment of Bills. Insert this language at the end of the heading: "The late payment fee will not be assessed on unpaid penalty charges and any payment received shall first be applied to the bill for services rendered," as required by 807 KAR 5:006, Section 8(3)(h).

8. Refer to Tariff Original Page 7, Section E, Limitation of Liability. Insert the following language in your proposed tariff:

Acceptance by the Commission of the liability provisions contained in this tariff does not constitute its determination that the limitation of liability imposed by the company

should be upheld in a court of law, but the recognition that, as it is the duty of the courts to adjudicate negligence claims and rights to recover damages therefor, so it is the duty of the courts to determine the validity of the exculpatory provisions of this tariff.

9. Revise Original Page 8, Section F.3.c(1) to include the statement in Paragraph No. 7 of the application that the written notice of pending disconnect will be sent to the customer after 60 days.

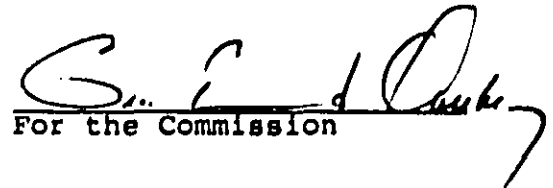
10. Refer to Original Page 9, Heading F(4), Cancellation of Service. Substitute the following language under this heading:

Any customer desiring service terminated or changed, shall give the utility three working days notice in person, in writing, or by telephone, provided such notice does not violate contractual obligations or tariff provisions.

11. File Original Page 13 or delete the reference to it on the Check Sheet.

Done at Frankfort, Kentucky, this 21st day of October, 1993.

PUBLIC SERVICE COMMISSION


For the Commission

ATTEST:


Executive Director